

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

T A H Industries

New Jersey Manufacturing Extension Program

NJMEP Helps TAH Industries to Achieve ISO Certification

Client Profile:

TAH Industries Inc. of Robbinsville, New Jersey, manufactures motionless mixers and cartridge systems for the medical and industrial markets. CEO Terry Horner, who founded the company 25 years ago, was one of the early developers of static mixing technology for the two-component adhesive and sealant industry. TAH, which currently has 125 employees, holds extensive worldwide patents on improvements to this technology, and remains an innovator in providing high-quality, cost-effective motionless mixer and cartridge system solutions.

Situation:

TAH learned of the New Jersey Manufacturing Extension Program (NJMEP), a NIST MEP network affiliate, through its newsletter, and sought their assistance in improving its quality system and implementing tighter controls.

Solution:

NJMEP led the company to third-party resource Prism e-Solutions for assistance in obtaining ISO 9001 certification. This undertaking would include establishing a quality policy and manual, and documenting company processes to ensure compliance with the ISO 9001 quality standard. The NJMEP field agent oversaw the nine-month project, which began in October 2004, to keep it on schedule and see it through to successful completion. The project entailed on-site guidance and assistance from third-party consultant Prism, and required an ongoing commitment from TAH employees and management staff. Dan Connors, TAH Vice President of Operations, and Greg Jones, Quality Control Manager, relied on assistance from all department managers and process leaders to create the necessary documentation. Jones was determined to create a quality management system that not only satisfied the ISO requirements, but also would satisfy TAH Industries' requirements for a consistent quality product that could be delivered efficiently to its customers. Prior to the ISO project, TAH and NJMEP had worked together on Lean Manufacturing projects. TAH management is committed to Lean, and expects to work with NJMEP in more areas of Lean Manufacturing in the future to satisfy the Continuous Improvement requirement for maintaining its ISO registration.

Results:

- * Passed registration audit to become ISO 9001-2000 certified.
- * Improved production efficiency and support for Lean Manufacturing efforts.
- * Anticipated cost reduction, reduced waste, and increased sales.

Testimonial:

"NJMEP has provided knowledgeable professionals to partner with TAH in staff development, implementation of ISO standards and Lean Manufacturing steps to improve our operations and lower

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costs, making TAH more market-competitive and helping to drive continued growth."

Dan Conners, Vice President of Operations